



OUTPATIENT PHARMACY (OP)

USER MANUAL

Version 7.0
December 1997

(Revised April 2003)

Revision History

The table below lists changes made since the initial release of this manual. Use the Change Pages document to update an existing manual or use the entire updated manual.

Note: The Change Pages document may include unedited pages needed for two-sided copying. Only edited pages display the patch number and revision date in the page footer.

Date	Revised Pages	Patch Number	Description
04/2003	Title Page, i, xii, 2 89 190c-190d 193	PSO*7*120	Updated Title page and Revision History page. Inserted new entry into the Table of Contents for Appendix C. Updated page 2 to include the name of a new document related to this patch: <i>Laser Printed Prescription Labels with PMI Sheets Phase I Release Notes</i> . Correction unrelated to patch: Removed text from page 89 that will not apply until release of patch PSO*7*117. Added Appendix C to reflect the new or revised features of the Laser Labels project for Outpatient Pharmacy V. 7.0. Updated Index.
02/2003	i; ix; xi-xii; 6; 7; 86; 141	PSO*7*116	Updated Revision History. Modified document to include new <i>Process Internet Refills</i> option: Outpatient Pharmacy Manager Menu, Pharmacist Menu, section 18.1.2, section 36.1.2, section 18.1.2.3 (new section) and section 36.1.2.3 (new section). Corrected Table of Contents to reflect Page 168b for Update Patient Record.
12/2002	i, ii; (35)-36.	PSO*7*122	Edited Section 5.1.4. to reflect that the <i>Register Clozapine Patient</i> option no longer checks for ZIP code, date of birth, race, and ethnicity.
12/2002	i.-ii.; (vii)-viii 95-(96), 97-98, 99-(100); (193)-194 195-196	PSO*7*127	Updated the Revision History page, Table of Contents, and Index. Added the <i>Patient Address Changes Report</i> option to the <i>Supervisor</i> menu. Inserted a new subsection for the <i>Patient Address Changes Report</i> option, causing subsections to renumber.

Revision History

Date	Revised Pages	Patch Number	Description
02/2002	i.-ii.; v.-xii.; (1)-2; 9-(10), 13-(16); 38a-38b 93-94, (147)-(150); 193-194; (3)-6, 75-(76), (161b)-162, 167-(168), (185)-186, 190a,190b.	PSO*7*97	Reissued corrected pages released with patches PSO*7*71 and PSO*7*80. Corrected PSO*7*80 release date and updated changed/unchanged pages listed in Revision History; Corrected Table of Contents typographical errors (change page document only); Corrected revised date for Technical Manual/Security Guide; Corrected error in header (pp. 9, 13 and 15); Corrected page numbering in full manual only; Renumbered subsections and corrected order of options to match menu list (pp. 148-149 only); Update Index for <i>Free Text Dosage Report</i> ; Corrected footer information (date and patch number).
11/26/01	i., (ii), v-xii (1)-4, 5-6 37-38f (55)-(58), 61-(64), 69, 69a-b, 70, 75-78, 91-94, (119)-120, (123)-124b, 125-126, (129)-132 (145)-148, 157-(162), 167-168b 185-186 190a-190b	PSO*7*71 PSO*7*80 PSO*7*71 PSO*7*80 PSO*7*71	Updated Revision History and Table of Contents. Combined Copay menu <i>Remove Copay Charge</i> and <i>Reset Copay Status</i> options into a <i>Reset Copay Status/Cancel Charges</i> option. Updated Output Reports Menu Completely revised Section 6. “Handling Copay Charges.” Inserted new “ <i>Free Text Dosage Report</i> [PSO DOSAGE REPORT]” option and adjusted subsequent report sections. Updated sections in “Outpatient Pharmacy Manager Menu”, “Pharmacist Menu”, and “Pharmacy Technician’s Menu” on copay checks, release functions and activity logs. Included expanded explanation of the CONJUNCTION field and that a default QTY is not calculated when EXCEPT is used in a complex order. Included unchanged pages needed for two-sided copying (shown in parentheses). Note: Inserted additional text shifted some unchanged text from original page locations.
09/24/01	All pages	N/A	Complete revision. Added Revision History Page. Re-formatted the entire manual to meet national and local documentation standards. Updated <i>Rx Processing</i> and <i>Patient Prescription Processing</i> options to reflect changes from Pharmacy Ordering Enhancements (POE) project, for Outpatient Pharmacy, patch PSO*7*46. Updated Appendix A, “Creating the Sig,” and added Appendix B, “Calculating Qty.”
12/97			Original release of V. 7.0 User Manual.

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Introduction

The Outpatient Pharmacy (OP) software provides a way to manage the medication regimen of veterans seen in the outpatient clinics and to monitor and manage the workload and costs in the Outpatient Pharmacy. The Pharmacy Ordering Enhancements (POE) project (patch PSO*7*46 for Outpatient Pharmacy) improves the flow of orders between Inpatient and Outpatient Pharmacy as well as between Computerized Patient Record System (CPRS) and backdoor pharmacy.

The primary benefits to the veteran are the assurance that he or she is receiving the proper medication and the convenience of obtaining refills easily. The clinicians and pharmacists responsible for patient care benefit from a complete, accurate, and current medication profile available at any time to permit professional evaluation of treatment plans. Utilization, cost, and workload reports provide management cost controlling tools while maintaining the highest level of patient care.

Special Notations and Conventions

Certain symbols and formats are used in this manual to make it easier to read.



Required security key. This picture is shown for options that are locked and cannot be used unless the user holds the correct security key.



Take note. Helpful hints and information will be noted with this picture.

- Important notices may be enclosed in a box.

- Menu options will be shown in italics, for example: *Patient Prescription Processing*.
- Screen captures, or examples of what the user should see on the computer screen, will be shaded.
- Responses typed in by the user will be shown as bolded and underlined.

Select Orders by number: (1-6) : **5**

- **<Enter>** will be shown on examples when the user can press the Enter or Return key instead of typing in a response. Pressing the Enter key will accept any default value shown to the left of the double slash (/).

All Patients or Single Patient: (A/S/E) : SINGLE// **<Enter>** SINGLE

Question marks. On-line help can be displayed by typing in one, two, or three question marks. One question mark will show a brief explanation. Two question marks will display more information and hidden actions. Three question marks will provide the most detail, which may include a list of possible responses.

Related Manuals

Outpatient Pharmacy V. 7.0 Release Notes

Outpatient Pharmacy V. 7.0 Technical Manual/Security Guide (revised November 2001)

Computerized Patient Record System Installation Guide

Computerized Patient Record System Set-up Guide

Pharmacy Ordering Enhancements (POE) Implementation Guide

Pharmacy Ordering Enhancements (POE) Installation Guide

Pharmacy Ordering Enhancements (POE) Phase Two Release Notes

Outpatient Medication Copay Release Notes

Laser Printed Prescription Labels with PMI Sheets Phase I Release Notes

If the user chooses to copy Provider Comments into the Patient Instructions, they will display on the end of both the Patient Instructions and the Sig.

```
Copy Provider Comments into the Patient Instructions? No// Y YES

(TAKE ONE TABLET BY MOUTH TWICE A DAY PROVCOMMENTS)

Rx # 503902          05/22/01
KANSAS,THOMAS T      #60
TAKE ONE TABLET BY MOUTH TWICE A DAY PROVCOMMENTS

ACETAMINOPHEN 500MG TAB
BISMARK,ANDREW        BISMARK,ANDREW
# of Refills: 3

Are you sure you want to Accept this Order? NO// Y YES
```

After an order is accepted, the user will be prompted to enter the missing information.

```
METHOD OF PICK-UP:
WAS THE PATIENT COUNSELED: NO// Y YES
WAS COUNSELING UNDERSTOOD: NO// Y YES

Do you want to enter a Progress Note? No// <Enter> NO

      SC Percent: 20%
      Disabilities:
KNEE CONDITION          10% - SERVICE CONNECTED
TRAUMATIC ARTHRITIS     10% - SERVICE CONNECTED
SEPTUM, NASAL, DEVIATION OF 0% - SERVICE CONNECTED
RESIDUALS OF FOOT INJURY 0% - SERVICE CONNECTED

This Rx has been flagged as: SC
Is this Rx for a SERVICE CONNECTED condition: YES// <Enter>
Press Return to Continue:
```

Example 2: Finishing an Order from OERR with Multiple Institutions

Multiple Institution entries can be added using the *Site Parameter Enter/Edit* option. If a site has multiple entries in the CPRS ORDERING INSTITUTION field, the user will be prompted for an Institution when entering the *Complete Orders from OERR* option. After an Institution is selected, then the Pending Orders that will be shown for completion will be those Pending Orders from clinics that are associated with the Institution selected.

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

      Orders to be completed for all divisions: 21

Do you want an Order Summary:? No// <Enter>  NO

Select Rx (Prescriptions) Option: Complete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution from which to
finish orders. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: BIRMINGHAM, AL.//  BIRMINGHAM, AL.521

You have selected BIRMINGHAM, AL..
After completing these orders, you may re-enter this option and select again.

Select By:  (PA/RT/PR/CL/E): PATIENT// PA
```

[See the previous example for completion of this option.]

Appendix C

Tips for Working with Laser Printed Prescription Labels

Outpatient Pharmacy patch PSO*7*120 introduced the ability to print laser printed prescription labels. There are some differences in function when you print these new labels. These differences are detailed below.

For more information about laser printed labels, refer to the Release Notes for patch PSO*7*120, *Laser Printed Prescription Labels with PMI Sheets Phase I Release Notes*.

Accessing the Laser Label Format

To access the new laser label format, the user must make the appropriate entries in the CONTROL CODES multiple (#55) of the TERMINAL TYPE file (#3.2).

Note: Installation of PSO*7*120 has no major effect on the existing label functionality, and will not change the printed format of the label until you perform further steps, as described in the Outpatient Pharmacy V. 7.0 Technical Manual.

An example of a CONTROL CODE is as follows:

```
NUMBER: 11                                CTRL CODE ABBREVIATION: MLI
FULL NAME: MAILING LABEL INITIALIZATION
CONTROL CODE: S PSOFONT="F10",PSOX=1700,PSOY=175,PSOYI=50
```

In this control code, the setup is done that defines the font, starting page position, and line size for the Mailing Label Section of the label.

Note: The detailed description of these control codes is found in the *Outpatient Pharmacy V. 7.0 Technical Manual*.

Modifications to Existing Features

Phase I affects some OUTPATIENT SITE file (#59) fields and other OP prescription label print features.

When a user selects a device defined for Laser Label output, the “OK to assume label alignment is correct? YES//” prompt is not asked.

Affected Options

The following options are affected by the “OK to assume label alignment is correct” YES//” prompt:

- *Rx (Prescriptions)* [PSO RX] option
- *Outpatient Pharmacy Manager* [PSO MANAGER] option
- *Patient Prescription Processing* [PSO LM BACKDOOR ORDERS] option
- *Complete Orders from OERR* [PSO LMOE FINISH] option
- *Pharmacist Menu* [PSO USER1] option
- *Pharmacy Technician's Menu* [PSO USER2] option
- *Suspense Functions* [PSO PND] option
- *Print from Suspense File* [PSO PNDLBL] option
- *Reprint Batches from Suspense* [PSO PNDRPT] option
- *Pull Early from Suspense* [PSO PNDRX] option
- *Reprint an Outpatient Rx Label* [PSO RXRPT] option
- *Label/Profile Monitor Reprint* [PSO B] option
- *Barcode Batch Prescription Entry* [PSO BATCH BARCODE] option
- *Change Label Printer* [PSO CHANGE PRINTER] option

The system reference to the PRESCRIPTION file (#52) COPIES field (#10.6) is changed. For a new prescription, when COPIES is set to 1, the full prescription content prints. If COPIES is greater than 1, the full prescription content prints one time. On the additional copies, only the adhesive prescription label portion prints. The adhesive portion includes the bottle label, warning label, and patient address label.

The prompt “Print ‘LEFT’ side of label only? N//” is changed to “Print adhesive portion of label only? N//.”

When “Print adhesive portion of label only? N//” prompt is answered NO, the full prescription content prints. When answered YES, only the adhesive portion of the label prints.

The BARCODES ON REQUEST FORMS field (#.119) of the OUTPATIENT SITE file (#59) is not used in this enhancement. Regardless of the value of this field, barcodes will print on the request form.

The NEW LABEL STOCK field (#4) of the OUTPATIENT SITE file (#59) is not used in this enhancement. The device setup controls the branch to the new functionality.

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